

FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 88.1.1e

Executive Summary

Period Ending 04/30/02

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
2.0	Response Time - High	90%	100%	137
2.1	Response Time - Medium	90%	100%	122
2.2	Response Time - Low	90%	100%	0
	Resolution Times			
2.3	Resolution Time - High (Complex)	90%	100%	137
2.4	Resolution Time -Medium (Complex)	90%	100%	122
2.5	Resolution Time - High (Simple)	90%	100%	
2.6	Resolution Time -Medium (Simple)	90%	100%	
	Other Service Metrics			
2.7	Resolution Quality	95%	100%	259
2.8	Work Estimate Accuracy	90%	100%	
2.9	Service Reporting Delivery	7	7	1
	Help Desk Metric			
3.0	Request Volume	100	237	259

Monthly Highlights

- 1) Logged all FMS Help Desk calls from 04/01/01 through 04/30/01
- 2) Created and submitted Over 80 Hours Deliverable for FMS Operations.
- 3) Created FMS Operations change request plan for internal management.
- 4) Added and updated 4% volume of user to FMS.
- 5) Most of the activity of the help desk activity related to the following: file processing for all programs, new change requests submitted and functional user issues.
- 6) Created user audit reports and process for FMS security, ran the reports and audited user every two weeks this month.
- 7) Assisted with Oracle Discoverer training with ED CFO, and documented current Discoverer user in FMS Log.
- 8) Set up a "Hunt Group" for the FMS Help Desk 800 number.
- 9) Updated all FMS security forms by FSA Program, and added COD responsibilities to forms.
- 10) Created Direct Loan Servicing processing schedule for DLS contractors (ACS).
- 11) Reviewed and updated COD Help Desk readiness plan.

(See Appendix A for detailed explanations of the Metrics.)